Office of the Chief Information Officer		
Statement of Work		
COTR	Task Title	Task Manager
Tom King 305-8999	Desktop Hardware Deployment	Tung Nguyen 305-9391 Joe Vastola, 305-3650

1.   BACKGROUND

The task order covers the deployment of laptops and desktop hardware, both workstations and individual peripherals, and CPU upgrades. Workstations are defined as a CPU and all its accompanying peripherals (e.g., printer, keyboard, monitor, etc.). Individual peripheral deployments and CPU upgrades may include, but not be limited to, JAZZ drives, printers, bar code readers, glare guards, and scanners.

2.   STATEMENT OF WORK REQUIREMENTS

1. Contractors shall abide by all OCIO Task Manager Directives, Service Level Agreements (SLA), Operational Support Plans and Technical Notes.

2. Contractor shall provide support from 6:30 AM to 6:00 PM Monday through Friday (excluding holidays).

3. Contractor shall maintain a minimum 95% customer satisfaction rating at all times. This translates to Contractor receiving no more than 5% "re-opened" and "unsatisfactory" ratings. Ratings will be measured through the Customer Quality Check process. The rating levels given during the quality checks are: outstanding, very good, satisfactory, unsatisfactory and re-open.

4. Contractor shall thoroughly document all work they perform in the appropriate problem/change record. Contractor shall update the record within two (2) hours of performing the work.

5. If Contractor performs a site visit, Contractor shall always leave a completed work service form with the customer. If the customer is at the site, Contractor shall notify the customer before leaving the site.

6. Contractor shall not close or resolve any records without obtaining confirmation from the customer that the service has been performed or the problem has been resolved; an exception is made if 3 attempts to contact a customer over a 3-day period do not produce a response from the customer. In case customer does not have phone, be sure to contact Point of Contact.

7. Contractor shall perform a Root Cause Analysis (RCA), for problems that they resolve, when requested by the Task Manager.

8. Contractor shall use the mobile (Psion) units to record all hardware changes for asset management purposes and to document all field service work performed.

9. Contractor shall be responsible for resolving those problems that only they can resolve (i.e., problems created by the deployment process that can not be resolved by another group). Contractor shall respond to problems within two (2) hours. Response is defined as speaking to the customer, leaving voice mail message for the customer, sending an email message to the customer or leaving a work service form at the customer's site. Contractor shall resolve/circumvent problems within four (4) hours. These commitments apply to all problems assigned to the Contractor, unless otherwise stipulated in this Task Order (TO) or Service Level Agreements.

10. Contractor shall only load software and install hardware which have been approved by TEF and Contractor shall only perform this work on PTO-own hardware.

11. Contractor shall retain customer's old PC for at least (5) days in case the customer experiences problems , which require the old PC to resolve.

12. During deployments, Contractor shall perform hardware/software-related services requested by the customer that do not require in excess of 30 minutes to perform. Example: move Jazz drive from customer's old PC to new PC.

13. Workstations: Contractor shall deploy workstations Monday through Friday of each week at the following rates:

   - 57 per week from 10/02/2000 through 01/16/2001 (Patents – 35; Trademark – 10; OCIO - 10, Policy – 1, and OCFO – 1)
   - 72 Per week from 10/18/2000 through 01/16/2000 (Patents – 50, Trademark – 10, OCIO –10; Policy – 1, and OCFO –1)
   - Deploy 20 WS and 9 Hp 1100XI printers on 11/04/2000 to the OHR

   Contractor shall complete approximately 25% of the weekly deployments each day. Contractor shall also remove the old workstations at the time of the deployment.   If Contractor is doing fewer than the maximum number of daily deployments on a given day, Contractor shall do additional peripheral deliveries, peripheral installations, as directed by the Task Manager.

14. Peripherals: Contractor shall deliver/set-up external peripheral devices. These peripherals may or may not require set-up. Examples include monitors, printers, glare guards, and barcode readers. Delivery/set-ups shall be done in accordance to schedule created by Customer Services Division as defined in #19. CSD will schedule no more than six (6) delivery/set-ups per day unless the Contractor is doing less than the maximum number of workstation deployments. Each workstation deployment may be replaced by up to three (3) delivery/set-ups.

15. CPU Upgrades: Contractor shall deliver and perform CPU upgrades that do not require the rebaselining the CPU. This shall not exceed three (3) per day. CPU upgrades shall be done in

accordance to schedule created by Customer Services Division as defined in #19. CSD will schedule no more than three (3) CPU upgrades per day unless Contractor is doing less than the maximum number of workstation deployments. Each workstation deployment may be replaced by up to two (2) CPU upgrades.

16. If any heavy peripheral requires special equipment for delivery, CSD will schedule the delivery and installation at least 5-business days in advance. For each heavy peripheral delivery/installation, Contractor may reduce by 10% the number of peripheral delivery/set-ups and CPU upgrades that must be performed that week.

17. Contractor shall provide support for the Information Technology Testing Division (ITTD). This task shall run from October 02, 2000 through Jan 16, 2001. The contractor support shall include the services listed below:
    - Verification of current baseline/cost center[s] prior to testing.
    - Reloading of the appropriate baseline/cost center[s] prior to testing.
    - Coordination of SMS push packages to the appropriate workstations.
    - Verification and/or reissuing of test user account[s] and password[s].
    - ***Verification of proper network configuration, connections and profiles for the applicable cost-center network servers[s].***
    - ***Coordination with help desk [and others, as required] of ITTD hardware and/or software problem resolution[s].***

18. Contractor shall complete the services listed above within five (5) hours of receiving the request. Services to be performed on-site in the IT Test Facility [ITTF] whenever possible.

19. The Scheduler will schedule all workstations interviews and deployments, peripheral deliveries, and peripheral deliveries/installations. The Scheduler will schedule interviews for at least two (2) days prior to the workstation deployment. The Scheduler will provide the contractor with the schedule at least two (2) full business days before the planned activity. The schedule will include the following:

    - Last name
    - First name
    - Art unit, division or branch
    - Telephone number
    - Location (building, floor, and room)
    - Business area (Patents, Trademarks, IDO, OCIO, Policy, or Corporate)
    - PTO Property Custodian (first and last name); **this information MUST be included or the deployment is placed on "Hold"**
    - Service required (workstation deployment, peripheral delivery/set-up, or CPU upgrade)
    - Delivery order number
    - Type, make and model of hardware
    - Date of deployed/installation
    - Date/time of workstation deployment interview

- List of hardware to be removed
- Workstation Id if an existing workstations is being rebaselined or replaced
- Name of current account(s) to model if customer is new
- Comments

For Patents also include:
- All baselines and optional applications to be installed
- PTOnet ID and password if they already exist
- Date furniture will be ready

20. Contractor shall notify the Scheduler within one (1) hour of a customer failing to complete a workstation deployment interview.

21. During the workstation deployment interview, Contractor shall document the following as applicable:

- any special requirements that were overlooked in the interview form
- data back up and restoration requirements
- potential problems that may arise because of the end user's existing hardware (examples, insufficient RAM or hard drive capacity, unusual peripherals, etc.)
- drivers and queue names needed for local and network
- PTO server / Cost Center / Network ID / e-Mail/Schedule+ ID and passwords
- location of Schedule+ file (*.CAL)
- location of personal folders file (*.PST)
- any limited license (OPTION 2) software being requested by the customer and a signed approval form

22. Contractor shall provide the Task Manager with completed interview forms, and any attachments, by COB each day.

23. Contractor shall provide a location within a five (5) mile radius of Crystal City in Arlington, VA (the warehouse is currently located in Alexandria, VA) for use in the receipt of equipment. The PTO will be responsible for verification of receipt of the equipment by reviewing reports and documentation provided by the Contractor. The Contractor shall visually inspect all hardware for damage

24. Contractor shall support the Patent desktop hardware storage area (Crystal Park 3, 9th floor). There are currently approximately 600 items in this area. This support shall consist of the following:
   - Log all hardware as it enters and leaves the storage area.
   - Test all hardware as it arrives in the storage area. Label the hardware with a brief description of any problems identified during testing.
   - Perform the quarterly asset certification.
   - Label, box, and shelve speakers, cables, keyboards, and small peripherals.

- Serve as the point-of-contact for any storage room hardware that needs to be deployed or surplussed.
- Remove reusable parts from surplus PCs. These parts may include Matrox video cards, Adaptec SCSI cards, Creative Lab sound cards, Seagate SCSI hard drives, cables, and floppy drives. Record items on surplus report. Deliver surplus parts to the Desktop Hardware Maintenance Group. Arrange for the surplussing of the PCs..
- Sign in and out lockdown kit items (e.g., locks, cables, brackets, etc.).
- Staff the storage area Monday through Friday, from 8 AM to 5 PM.

3. GOVERNMENT FURNISHED MATERIAL

Complete installation procedures (including SOPs), all software and hardware, backup space on servers, Psion units, and PTONet connections necessary to complete the installations.

4. LEVEL OF EFFORT

No work outside the scope of this Task Order will be performed without the written direction of the COTR.

5. PLACE OF PERFORMANCE

Work shall be performed throughout the various buildings occupied by the PTO in Crystal City, VA; Franconia/Springfield, VA; and Newington, VA and in the contractor-leased facilities in Crystal City and Alexandria, VA.

6. SCHEDULE OF DELIVERABLES

All deliverables shall be delivered to the PTO COTR and Task Manager (electronic form preferred).

Deliverable		Schedule
Daily summary activity report	Report listing all workstation deployments, removals, peripheral delivery/set-ups, and CPU upgrades performed; figures must be broken out by business area (Patents, Trademarks, IDO, OCIO, Policy, and Corporate)	By COB each day
Daily detailed activity report	Report listing all workstation deployments, removals, peripheral delivery/set-ups, and CPU upgrades performed; for each provide DO #, customer POC, location, workstation ID,	By COB each day

Deliverable		Schedule
	property custodian, business area (Patents, Trademarks, IDO, OCIO, Policy, and Corporate)	
Weekly summary activity report	Report listing all workstation deployments, removals, peripheral delivery/set-ups, and CPU upgrades performed; figures must be broken out by business area (Patents, Trademarks, IDO, OCIO, Policy, and Corporate)	By COB each Monday
Weekly detailed activity report	Report listing all workstation deployments, removals, peripheral delivery/set-ups, and CPU upgrades performed; for each provide DO #, customer POC, location, workstation ID, property custodian, business area (Patents, Trademarks, IDO, OCIO, Policy, and Corporate)	By COB each Monday
Monthly summary activity report	Report listing all workstation deployments, removals, peripheral delivery/set-ups, and CPU upgrades performed; figures must be broken out by business area (Patents, Trademarks, IDO, OCIO, Policy, and Corporate)	By 5th of each month
Surplus Report	Report listing all reusable parts removed from PCs in the Patent storage area. Report includes the CD number of the PC, description of the part (including make/model if appropriate), the date the part was removed, and the date the part was delivered to the Desktop Hardware Maintenance Group.	By 5th of each month

7. APPLICATION FOR INFORMATION SYSTEMS LIFE CYCLE MANAGEMENT (AIS-LCM)

AIS-LCM is required under this task.